Applicant : Oliver Frick, et al.
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US01

Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1. (Currently amended) A method comprising:

reading a radio frequency identification (RFID) tag associated with a user, using an RFID sensor integrated with an information kiosk that has access to situational information that includes information about a plurality of prospective sites;

communicating with a Customer Relationship Management (CRM) system to obtain accessing a user information profile corresponding to the RFID tag;

accessing the situational information that includes information about the plurality of prospective sites to select a subset of the prospective sites based on the user information;

executing a preselecting process operable to preselect for the user, a personalized subset of the prospective sites based on the user profile and the situational information, the preselecting process being executed by the CRM system;

generating an interface providing a personalized user agenda to the user for visiting the preselected personalized subset of prospective sites, based on the user profile information, the situational information, and the preselected subset of prospective sites; and

outputting the interface to provide the personalized user agenda to the user using the information kiosk.

2. (Cancelled)

3. (Currently amended) The method of claim [[2]] 1 wherein communicating with the Customer Relationship Management (CRM) system includes building the user profile by presenting a series of questions to the user via the kiosk.

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4. (Currently amended) The method of claim [[2]] 1 wherein the user profiles in the Customer Relationship Management (CRM) system are uploaded from an attendee registration system.

5. (Currently amended) The method of claim 1 wherein ~~the situational information includes location information and event information of the plurality of prospective sites and wherein generating the interface~~ generating an interface providing a personalized user agenda for visiting the preselected personalized subset of prospective sites comprises building a user agenda providing directions and event descriptions that are customized to the user.

6. (Currently amended) A method comprising:

reading a radio frequency identification (RFID) tag associated with a user, using an RFID sensor integrated with an information kiosk;

communicating with a Customer Relationship Management (CRM) system to obtain a user profile corresponding to the RFID tag;

accessing situational information that includes information about a plurality of prospective sites;

executing a preselecting process operable to preselect a personalized subset of the prospective sites for the user based on the user profile and the situational information, the preselecting process being executed by the CRM system;

generating a personalized user agenda for visiting the preselected personalized subset of prospective sites, based on the user profile, the situational information, and the preselected subset of prospective sites; and

~~The method of claim 1 wherein outputting the interface comprises sending~~ outputting at least a portion of the ~~interface~~ personalized user agenda to a mobile device associated with the user.

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7. (Original) The method of claim 6 wherein the mobile device is a mobile phone.

8. (Original) The method of claim 6 wherein the mobile device is a personal digital assistant (PDA).

9. (Current amended) The method of claim 1 wherein outputting the interface to provide the personalized user agenda comprises outputting a voice-enabled user interface.

10. (Currently amended) A system comprising:

an information kiosk including a display and having access to situational information that includes information about a plurality of prospective sites and user-specific information; and

a radio frequency identification (RFID) sensor integrated with the information kiosk and operable to read an RFID tag associated with a user;

a Customer Relationship Management (CRM) system that includes user profiles associated with users and is operable to preselect for the user a personalized subset of the prospective sites based on a user profile and situational information;

wherein the information kiosk is operable to identify the user obtain the user profile associated with the RFID tag based on reading the RFID tag and communicating with the CRM system, and is further operable to use the CRM system to generate an interface that includes [[an]] a personalized user agenda for visiting a selected preselected subset of the prospective sites customized to the user for presentation on the display, based on the situational information and the user profile and the preselected subset of prospective sites-specific information.

an output interface for presenting the personalized user agenda to the user.

11. (Original) The system of claim 10 wherein the display is a touch screen.

12. (Current amended) The system of claim 10 further comprising a customer relationship management (CRM) system operable to store the user profiles-specific information.

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13. (Canceled)

14. (Currently amended) The system of claim [[13]]10 wherein the user profiles are built by presenting a series of questions to the user via the kiosk.

15. (Currently amended) The system of claim [[13]]10 wherein the user profiles in the Customer Relationship Management (CRM) system are uploaded from an attendee registration system.

16. (Original) The system of claim 15 wherein the attendee registration system is implemented as a web-based application that allows users to register electronically on an internet.

17. (Currently amended) The system of claim [[12]]10 wherein the information kiosk is operable to communicate with the Customer Relationship Management (CRM) system via a private exchange (PBX) switch.

18. (Original) The system of claim 17 wherein the information kiosk accesses the PBX switch in conjunction with accessing a contact information center (CIC).

19. (Original) The system of claim 17 wherein the information kiosk accesses the PBX switch in conjunction with accessing a voice portal operable to implement voice recognition.

20. (New) The method of claim 1 wherein generating an interface providing a personalized user agenda includes receiving user inputs from the information kiosk and building the personalized user agenda based on the user inputs.